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ABSTRACT

In spring 1993, as part of the program review process at William Rainey Harper College (WRHC) in Palatine, Illinois, surveys were sent to former students in the college's Secretarial Science programs who had attended WRHC during the previous five years. Surveys were sent to 102 executive secretaries (ES's), 57 legal secretaries (LS's), 200 certified professional secretaries (CPS's), and 213 former students who had attended lower level secretarial courses. Target group categories were determined by former students' majors, and by the courses they had taken. Among these four groups, usable surveys were returned by 44, 28, 84, and 84 former students respectively, for response rates of 43.1%, 49.1%, 42%, and 39.4%. Study findings included the following: (1) among ES's, 72% were working full-time and 85% were working in a field closely related to an ES; (2) among LS's, 93% were working full-time and 72% were working in a field closely related to LS; (3) for both ES's and LS's, starting salaries were about $18,000 per year, while current salaries were around $25,500; (4) in general, both ES's and LS's indicated that their preparation matched the frequency with which they performed certain skills; (5) among CPS's, 56% had completed all six courses in the series, and more than half passed state exams after one or two attempts; (6) 80% of CPS's preferred WRHC's present pass/fail option; and (7) among students who had taken lower-level secretarial courses, 47% indicated they needed new skills to re-enter the workforce. Tabulated responses for all surveyed groups and the survey instruments are included. (PAA)

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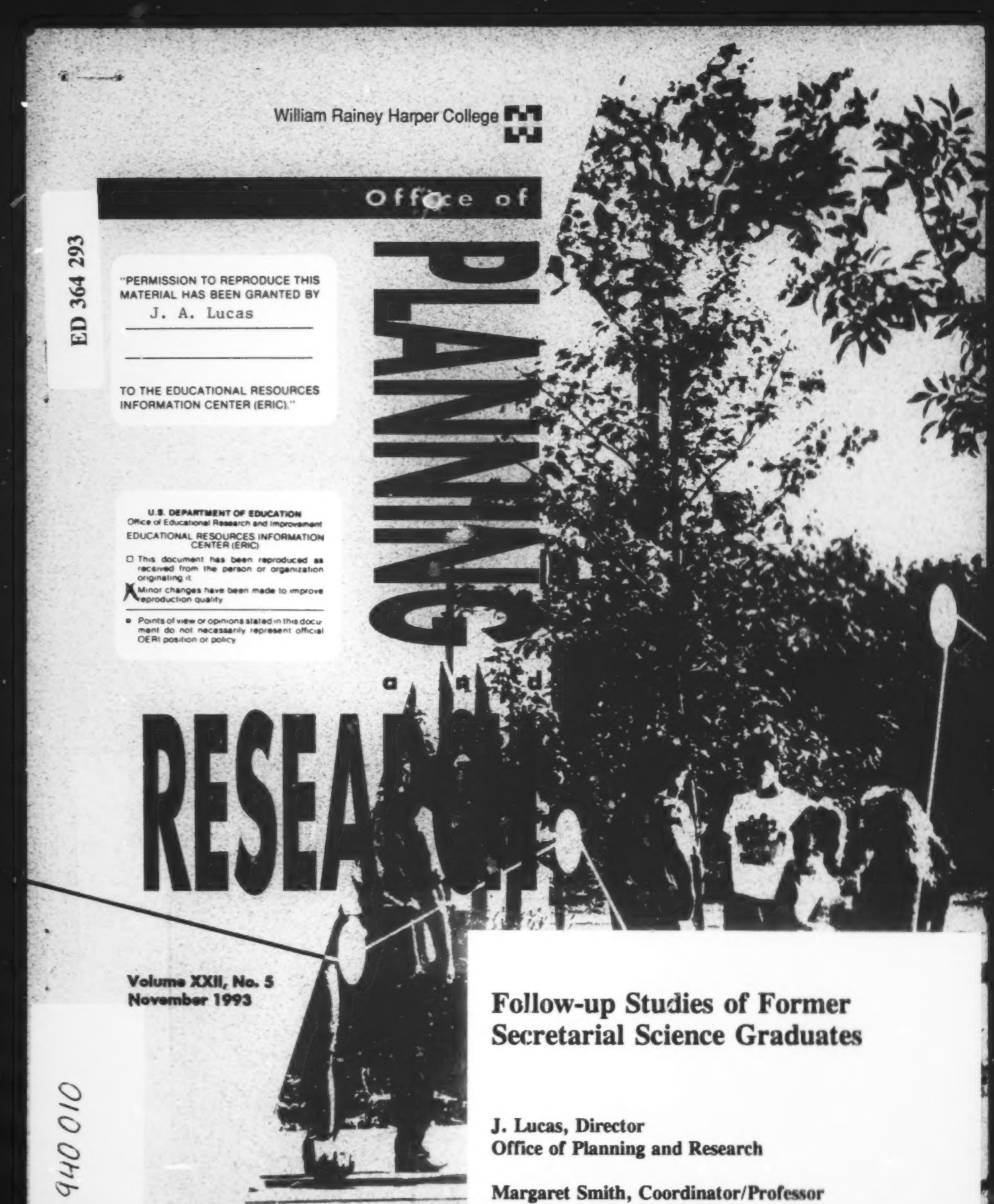

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Follow-up Studies of Former Secretarial Science Graduates

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JC 940 010

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ABSTRACT

THE PURPOSE OF THESE STUDIES WAS TO FOLLOW-UP VARIOUS VARIETIES OF FORMER SECRETARIAL SCIENCE STUDENTS AS PART OF THE PROGRAM REVIEW PROCESS. THE FOUR GROUPS SURVEYED WERE EXECUTIVE SECRETARIES, LEGAL SECRETARIES, CERTIFIED PROFESSIONAL SECRETARIES AND ATTENDEES OF LOWER LEVEL COURSES. AFTER TWO MAILINGS OF SURVEYS TO THESE GROUPS, THE RESPONSE RATES RANGED FROM 39 TO 49 PERCENT. SAMPLE SIZED RANGED FROM 57 TO 213.

RESULTS OF THESE STUDIES INDICATED THAT EMPLOYMENT OPPORTUNITIES WERE VERY GOOD FOR BOTH EXECUTIVE AND LEGAL SECRETARIES BUT THE SALARY LEVELS TENDED TO BE LOW. SPECIFIC COURSES WERE LISTED AS BEING MOST HELPFUL AS WELL AS OTHER COURSES LISTED AS BEING LEAST HELPFUL. THE SKILLS ARE LISTED IN RANK ORDER OF THE FREQUENCY OF THEIR USAGE. IN GENERAL, THE PREPARATION FOR THESE SKILLS MATCHES WELL THE FREQUENCY THEY ARE USED.

OVER HALF OF THE CERTIFIED PROFESSIONAL SECRETARY STUDENTS HAVE COMPLETED ALL SIX COURSES IN THE SERIES AND ABOUT THREE QUARTERS WHO TAKE STATE EXAMS PASS THEM AFTER ONE OR TWO ATTEMPTS. ABOUT 40 PERCENT OF THIS GROUP HAVE RECEIVED STATE PROFESSIONAL SECRETARY CERTIFICATION AND AMONG THESE OVER HALF HAVE RECEIVED SOME TYPE OF RECOGNITION FROM THEIR EMPLOYER.

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Purpose

The purpose of these studies was to follow-up various varieties of former secretarial science students at Harper College as a part of the Program Review process. The study examined their current status and their evaluation of the program. The studies were requested by the Coordinator of the Secretarial Science Programs.

Populations Studied and Methodology

The four populations studies were all enrolled at some time during the last five years and were furthered defined as follows:

Category	Major	Courses
Executive Secretary	Executive Secretary	Either SEC/237 or 238
Legal Secretary	Legal Secretary	Either SEC/237 or 238
Certified Professional Secretary	None required	Either SEC/260, 261, 262, 263, 264, or 265
Office and Administrative Services	None required	Any two SEC course but none of the above.

Three different surveys - the same one was used by both legal and executive secretaries - were designed jointly by the Office of Planning and Research and the Coordinator of the Secretarial Science Program. The surveys and the cover letters used are shown in the Appendix.

These surveys were mailed to the homes of students sampled from each of the four groups of Secretarial Science students. A second survey was mailed to non-respondents three weeks later. After these two mailings, the following response rates were achieved:

Group	Sample Size	Number of Completed Responses	Response Rate
Executive Secretary	102	44	43.1%
Legal Secretary	57	28	49.1%
Certified Professional Secretary	200	84	42.0%
Office and Administrative Services	213	84	39.4%

Discussion of Results

Among executive secretaries, 72 percent were working full time, 85 percent were working in a closely related field to an executive secretary and only 5 percent were in an undesired situation - unemployed, part-time not by choice or working in an unrelated field. As far as work location, 59 percent were employed in-district and 92 percent were employed either in-district or in a surrounding suburb. Among legal secretaries, 93 percent were working full time, 72 percent were working in a field closely related to a legal secretary and only 7 percent were in an undesired situation. Most of both groups worked in a very small company - under 50 employees - or in a very large company - over 1,000 employees. The starting salaries for both groups were about $18,000 and their current salaries were around $25,500. This is far below the average starting salary for all career alumni of $24,000 in 1990 and even farther below the starting salary of nurses and dental hygienists.

Courses which most helped executive secretaries were Office Procedures, Business Writing, Lotus, Internship and Intermediate Typing. Courses which were of least help to them were Economics and Business Ethics. Courses which were of most

Discussion of Results (continued)

benefit to legal secretaries were Legal Office Procedures, Shorthand, and Internship. Courses which were least helpful to this group were Accounting and Economics.

Skills used frequently by executive secretaries were computers, file retrieval for paper documents, telephone and human relation skills. Skills used often were WordPerfect, set up filing systems, computer disk filing system, composing letters, sending and receiving messages by electronic mail, meeting planning by electronic mail, decision making skills and organizing and planning.

Skills used frequently by legal secretaries were computers, file retrieval of paper documents, telephone and organizing and planning. Skills they used often were Word Perfect, machine transcription, set up filing system, use computer disk filing system, composing letters, sending and receiving messages by electronic mail, decision making skills and human relation skills. Legal skills used often were contracts, real estate transactions, corporate legal instruments, complaints - petitions, summonses, citations, answers, notices, orders and judgments and decrees.

In general students indicated their preparation matched the frequency they performed certain skills. Students were well prepared in skills that were performed frequently while they were not so well prepared in skills that were almost never performed.

About 58 percent of these executive and legal secretaries would be interested in attending alumni events with most preferring dinner at Harper or a nearby restaurant. Most would prefer to attend the event with spouses and that it be in the $10-$25 price range. A number of teachers and intern sponsors were also suggested to attend.

Among professional certified secretaries, 62-74 percent have taken each of the 6 courses in the series and 56 percent have taken all 6 courses. They felt a little better than fairly well prepared for each exam after taking the corresponding course. The percent taking the exam after taking the corresponding courses ranged from 87-100 percent. Upon taking the exam, 68-82 passed after 1 or 2 attempts.

The most frequently cited reasons for not taking all the courses in the series were that some self studied for some exams, job commitments, and some were still planning to take all 6 courses in the future. About 40 percent of this group were now a State certified CPS and of those who are about 60 percent they have received some sort of recognition, although for some, it is only a letter of congratulations.

Most of these CPS students - 80 percent - prefer the present pass/fail option and over 90 percent have taken their courses on Harper's main campus. Some 22 percent have received Harper's certificate upon completion of the 6 courses and another 18 percent will apply upon completion of the 6 courses while the others are either not interested or are not aware of Harper's completion certificate. As far as professional involvement, 17 percent are a member of Professional Secretaries International.

The interest in those enrolled in Office and Administrative courses was marketing with the questions relating to how they are reached and what are their interests. These students find out about the Secretarial Science Program through the Harper catalog (35%), the Harper newspaper schedule (23%), high school counselors (11%), and newspaper ads or articles (10%). The reasons most often cited for their taking secretarial courses were - need new skills to re-enter the work force (47%),

Discussion of Results (continued)

personal satisfaction (43%), and required courses for their major area of study (27%).

Only 27 percent feel they have a specific person or source to contact about taking future courses. In terms of quality of courses, 91 percent said Harper's equipment matches or is of equal quality to equipment used on their job. Also 95 percent stated courses were offered at convenient times. The courses they were most interested in taking in the future were the Certified Professional Secretary series, Advanced Word Processing Techniques and the Professional Development course.

Major Conclusions

Employment opportunities were very good for both executive and legal secretaries, but the salary levels tended to be low. Specific courses were listed as being most helpful as well as other courses listed as least helpful. The skills are listed in rank order of the frequency of their usage. In general, the preparation for these skills matches well the frequency they are used.

Over half of the Certified Professional Secretary students have completed all 6 courses in the series and about three quarters who take State exams pass them after one or two attempts. About 40 percent of this group have received State Professional Secretary certification and among those, over half have received some type of recognition from their employer.

FOLLOW-UP SURVEY OF FORMER HARPER - LEGAL SECRETARY

MAJORS WHO ENROLLED IN THE SECRETARY SEMINAR AND INTERNSHIP COURSE

1- What is your current situation? Check (x) one.	N	PCT
A. Employed full time	26	92.9
B. Employed part time	2	7.1
C. Enrolled in college - not employed	0	0
D. Not employed but searching for employment	0	0
E. Not employed - raising a family	0	0
F. Not employed by choice for another reason	0	0
Total	28	100.0

2- If you are employed part time -- why? Check (x) one.		
A. I prefer part time at this time in my life.	2	100.0
B. I would prefer full time but working part time was the only way I could remain in my field.	0	0
C. I would prefer full time but the only acceptable full-time jobs were too far away.	0	0
D. I would prefer full time but no acceptable full-time jobs were available - What made them unacceptable?_____	0	0
Total	2	100.0

3- Where are you now employed? Check (x) one.		
A. In Harper's District	11	39.3
B. Surrounding suburbs	12	42.9
C. Downtown Chicago	2	7.1
D. Farther away suburbs	3	10.7
E. 40-100 miles away in Illinois	0	0
F. More than 100 miles away in Illinois	0	0
G. Out-of-State	0	0
Total	28	100.0

4- How related is your job to your major at Harper? Check (x) one.		
A. Identical	18	64.3
B. Closely related	2	7.2
C. Somewhat related	6	21.4
D. Not related	2	7.1
Total	28	100.0

5- If your job is not related to your major at Harper College, why not? Check (x) one.		
A. Found a job I enjoy more.	0	0
B. Found a job which pays more.	0	0
C. Found a job which is closer to home	1	20.0
D. Other reason for employment in a job unrelated to major at Harper: Had connection to this job	1	20.0
Placed by temporary agency and hated law firm	1	20.0
Could do job at home	1	20.0
Job was more challenging	1	20.0
Total	5	100.0

6- How large is the company or employer you work for? Check (x) one.

	N	PCT
A. Under ten employees	9	32.1
B. 10 - 49 employees	5	17.9
C. 50 - 99 employees	1	3.6
D. 100 - 199 employees	0	0
E. 200 - 499 employees	3	10.7
F. 500 - 999 employees	0	0
G. 1,000 and more employees	10	35.7
Total	28	100.0

7- How many office-skilled employees work at your employers? Check (x) one.

	N	PCT
A. Under ten employees	12	42.9
B. 10 - 49 employees	3	10.7
C. 50 - 99 employees	2	7.1
D. 100 - 199 employees	2	7.1
E. 200 - 499 employees	1	3.6
F. 500 - 999 employees	5	17.9
G. 1,000 and more employees	3	10.7
Total	28	100.0

8- If you were employed full time in your first job after leaving Harper, please check (x) what your annual salary was.

	N	PCT
A. Under $7,000 per year or $3.36 per hour	0	0
B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour	0	0
C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour	1	4.2
D. $10,000 - $11,999 per year or $ 4.82 - $ 5.76 per hour	1	4.2
E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour	4	16.6
F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour	9	37.5
G. $20,000 - $25,000 per year or $ 9.62 - $12.01 per hour	9	37.5
H. $25,000 - $30,000 per year or $12.02 - $14.41 per hour	0	0
I. $30,000 - $35,000 per year or $14.42 - $16.82 per hour	0	0
J. $35,000 - $40,000 per year or $16.83 - $19.21 per hour	0	0
K. $40,000 - $50,000 per year or $19.23 - $24.04 per hour	0	0
L. Over $50,000 per year or $24.04 per year	0	0
Total	24	100.0

Median -- $18,300 Mean -- $18,100

9- If you were employed part time in your first job after leaving Harper, please check (x) what your wage rate was.

	N	PCT
A. Under $3.36 per hour	0	0
B. $ 3.37 - $ 4.32 per hour	0	0
C. $ 4.33 - $ 5.76 per hour	0	0
D. $ 4.81 - $ 5.76 per hour	0	0
E. $ 5.77 - $ 7.20 per hour	0	0
F. $ 7.21 - $ 9.61 per hour	1	33.3
G. $ 9.62 - $12.01 per hour	2	66.7
H. $12.02 - $14.41 per hour	0	0
I. $14.42 - $16.82 per hour	0	0
J. $16.82 - $19.22 per hour	0	0
K. $19.23 - $24.04 per hour	0	0
L. Over $24.04 per hour	0	0
Total	3	100.7

Median $10.08 Mean -- $10.01 per hour

10- If you are currently employed full time, please check (x) your annual salary.

	N	PCT
A. Under $7,000 per year or $3.36 per hour	0	0
B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour	0	0
C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour	0	0
D. $10,000 - $11,999 per year or $ 4.82 - $ 5.76 per hour	0	0
E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour	0	0
F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour	2	8.3
G. $20,000 - $25,000 per year or $ 9.62 - $12.01 per hour	13	54.2
H. $25,000 - $30,000 per year or $12.02 - $14.41 per hour	3	12.5
I. $30,000 - $35,000 per year or $14.42 - $16.82 per hour	5	20.8
J. $35,000 - $40,000 per year or $16.83 - $19.21 per hour	1	4.2
K. $40,000 - $50,000 per year or $19.23 - $24.04 per hour	0	0
L. Over $50,000 per year or $24.04 per year	0	0
Total	24	100.0

Median -- $23,800 Mean -- $25,400

11- If you are currently employed part time, please check (x) your wage rate.

	N	PCT
A. Under $3.36 per hour	0	0
B. $ 3.37 - $ 4.32 per hour	0	0
C. $ 4.33 - $ 5.76 per hour	0	0
D. $ 4.81 - $ 5.76 per hour	0	0
E. $ 4.77 - $ 7.20 per hour	1	50.0
F. $ 7.21 - $ 9.61 per hour	0	0
G. $ 9.62 - $12.01 per hour	0	0
H. $12.02 - $14.41 per hour	0	0
I. $14.42 - $16.82 per hour	0	0
J. $16.83 - $19.22 per hour	0	0
K. $19.23 - $24.04 per hour	0	0
L. Over $24.04 per hour	1	50.0
Total	2	100.0

Median -- $14.41 Mean -- $15.74

12- If you are working as a Legal Secretary, how would you describe your present office situation? Check (x) one.

	N	PCT
A. Attorney's Office	11	61.1
B. Corporate Legal Office	6	33.3
C. Business Office with some legal responsibilities	0	0
D. Office or other job with no legal responsibilities	1	5.6
Total	18	100.0

13- Have you attended college since leaving Harper? Check (x) one.

	N	PCT
A. No	17	65.4
B. Took a few courses but not now enrolled.	4	15.4
Major: Paralegal		
For general interest		
C. Now enrolled, working on a bachelor's degree	3	11.5
Major: Sign Language		
Psychology		
D. Have achieved a bachelor's degree.	2	7.7
Major: Legal Administration		
Hotel/Motel Management		
Total	26	100.0

14- If you have enrolled at another college since leaving Harper, which SEC courses transferred?

- Ten hours of shorthand (some transferred got bachelors in one year 21 hours per semester)
- Business Law only
- None transferred

15- Which two classes at Harper (excluding Word Perfect) helped you most?

Course	N
- Legal Office Procedures	11
- Shorthand	6
- Legal Dictation and Transcription	5
- Internship	4
- Business Law	3
- Intermediate Typing	2
- Business Writing	2
- Law Office Survey	2
- Business Math	1
- Business Management	1
- Accounting	1
- All Courses Helped	1
- Legal Documents	1
- Speed Writing	1

16- Which two classes at Harper (excluding Word Perfect) helped you least?

Course	N
- Accounting	4
- Legal Dictation and Transcription	3
- Economics	3
- Political Science	2
- Speech	2
- All Courses were Helpful	2
- Business Writing	1
- Legal Technology	1
- Multimate	1
- Real Estate	1
- Business Law	1
- History	1
- Intermediate Typing	1
- Sociology	1
- Foreign Language	1
- Speed Writing	1
- Art	1
- Microsoft Word	1
- Business Machines	1

17- How did you find your first job after leaving Harper? Check (x) the one most important means.

	N	PCT
A. Harper Faculty	3	10.4
B. Harper Job Placement Service	1	3.4
C. Networking	2	6.9
D. Newspaper	9	31.0
E. Internship	8	27.6
F. Other - Friend Relative	2	6.9
Worked there before Harper	4	13.8
Total	29	100.0

18- What is your current job title? Check (x) one.

	N	PCT
A. Administrative Assistant	2	7.4
B. Administrative Secretary	3	11.1
C. Executive Secretary	4	14.8
D. Secretary	0	0
E. Legal Secretary	10	37.1
F. Paralegal	3	11.1
G. Office Manager	1	3.7
H. Legal Assistant	1	3.7
I. Medical Transcriber	1	3.7
J. Coordinator	1	3.7
K. No Title	1	3.7
Total	27	100.0

19- How did you find out about Secretarial Development Programs? Check (x) all that apply.

	N	PCT of 28
A. High School Counselor	2	7.1
B. High School Teacher	0	0
C. Harper Counselor	3	10.7
D. Friend/Relative	2	7.1
E. Newspaper Ad or Article	0	0
F. Harper College catalog	25	89.3
G. Harper Newspaper Schedule	1	3.6

20- Frequency of Use and Preparedness in the Following Legal Skills:

	Frequency of Use 1 = Very Often 2 = Often 3 = Occasionally 4 = Never		Preparedness 1 = Very Well 2 = Well 3 = Somewhat 4 = Not Prepared	
	N		N	
- Contracts	19	1.79	17	1.76
- Complaints or Petitions	19	2.11	17	1.88
- Notices	19	2.16	17	1.94
- Judgments and Decrees	19	2.16	17	2.06
- Summons or Citations	19	2.21	17	2.00
- Answers	19	2.26	17	2.06
- Orders	19	2.32	17	1.94
- Real Estates Transaction	18	2.44	17	1.94
- Corporations	19	2.47	16	2.19
- Criminal and Civil Litigation	19	2.53	17	2.24
- Stipulations	19	2.58	17	2.59
- Verifications	19	2.63	17	2.47
- Wills	19	2.79	16	2.06
- Estates and Trusts	19	3.00	15	2.60
- Notice of Appeal	19	3.05	16	3.00
- Bonds or Notes	19	3.11	17	3.12
- Briefs	19	3.11	16	3.00
- Record on Appeal	19	3.16	16	3.12
- Demand for Bill of Particulars	19	3.21	16	2.81
- Jury Instructions	19	3.26	16	3.12

21- Frequency of Use and Preparedness in the Following Skills:

	Frequency of Use 1 = Very Often 2 = Often 3 = Occasionally 4 = Never		Preparedness 1 = Very Well 2 = Well 3 = Somewhat 4 = Not Prepared	
	N		N	
- Telephone	28	1.05	28	1.07
- Computer - specify brand	20	1.25	20	1.60
- Organizing and Planning	28	1.36	28	1.32
- File and Retrieve Paper Documents	28	1.50	27	1.52
- Composing Letters	28	1.64	28	1.43
- Decision Making Skills	28	1.64	28	1.71
- Human Relation Skills	27	1.81	26	1.88
- Set Up Filing System	28	2.04	27	1.44
- Word Perfect 5.1	28	2.29	26	1.62
- Sending/Receiving Messages	27	2.30	25	2.16
- Machine Transcription	28	2.36	27	1.37
- Use Computer Disk Filing System	28	2.39	24	2.42
- Meeting Planning	27	2.48	24	1.92
- Handle Customer Billing	28	2.71	25	2.36
- Evaluation Skills	26	2.77	23	2.70
- Delegating Skills	27	2.78	26	2.42
- Composing Reports/Proposals	28	2.79	27	2.56
- Shorthand	28	2.82	27	1.67
- Travel Planning	27	2.93	25	2.08
- Budgeting/Preparing or Giving Input	28	3.21	26	2.81
- Lotus 123	27	3.26	25	3.16
- Accounting	28	3.29	27	2.56
- Word Perfect for Windows	28	3.43	23	3.13
- Microsoft Word	28	3.43	27	3.07
- Presentation to Groups	28	3.43	26	2.92
- Reconcile Bank Statements	28	3.46	25	2.76
- Word for Windows	28	3.64	25	3.60
- Handle Payroll	28	3.71	24	3.33
- Bulletin Board Services	27	3.74	23	3.39
- Use Optical Disk Filing System	28	3.75	21	3.57
- Multimate	27	3.85	23	3.52
- Harvard Graphics	26	3.88	24	3.92
- d-Base IV	27	3.89	23	3.70
- Paradox	27	3.89	23	3.83
- Use Micrographics	28	3.89	21	3.76
- Displaywrite	27	3.93	23	3.70
- Microsoft Works	27	3.96	23	3.65
- Quattro Pro	27	3.96	23	3.74
- Pagemaker	27	3.96	23	3.87
- Ventura	27	3.96	23	3.78
- On-line data base such as Prodigy, Profund, Tabs 3, Mail, Excel, Q and A, ARClist, Excel, Finance, Finance, Network Scheduler, Title	24	4.00	21	3.81
- Other: Typing Skills, Editing Proofreading				

22- Computers Used - Brand

	N
- IBM	10
- IBM Compatible	4
- WANG	2
- APPLE	2
- EPSON	1

23- Would you be interested in attending a reunion event for former graduates of your program?

	N	PCT
A. Yes	16	57.1
B. No	12	42.9
Total	28	100.0

24- If such an event is organized, would you prefer it to be --

	N
A. A dinner in the Dining Room on Campus	2
B. A dinner at a restaurant near Campus	9
C. A picnic event during the summer	5
- On campus -- 1	
- Off campus -- 4	

25- If such an event is organized, please indicate the cost category you would prefer to pay for EACH person attending.

	N
A. Under $10	1
B. $10 - $15	7
C. $16 - $20	6
D. $21 - $25	0
E. $26 - $30	2
F. Over $30	

FOLLOW-UP SURVEY OF FORMER HARPER EXECUTIVE SECRETARY STUDENTS WHO ENROLLED IN THE SECRETARY SEMINAR AND INTERNSHIP COURSE

1- What is your current situation? Check one.

	N	PCT
A. Employed full time	31	72.1
B. Employed part time	8	18.6
C. Enrolled in college - not employed	0	0
D. Not employed but searching for employment	0	0
E. Not employed - raising a family	2	4.7
F. Not employed by choice for another reason	2	4.6
	43	100.0

2- If you are employed part time - why? Check one.

A. I prefer part time at this time in my life.	7	87.5
B. I would prefer full time but working part time was the only way I could remain in my field.	1	12.5
C. I would prefer full time but the only acceptable full-time jobs were too far away.	0	0
D. I would prefer full time but no acceptable full-time jobs were available.	0	0
	8	100.0

3. Where are you now employed? Check one.

A. In Harper's district	23	59.0
B. Surrounding suburbs	13	33.3
C. Downtown Chicago	0	0
D. Farther away suburbs	3	7.7
E. 40-100 miles away in Illinois	0	0
F. More than 100 miles away in Illinois	0	0
G. Out of state	0	0
	39	100.0

4. How related is your job to your major at Harper? Check one.

A. Identical	19	48.7
B. Closely related	14	35.9
C. Somewhat related	5	12.8
D. Not related	1	2.6
	39	100.0

5. If your job is not related to your major at Harper College, why not? Check one.

A. Found a job I enjoy more	0	0
B. Found a job which pays more	1.5	50
C. Found a job which is close to home	0	0
D. Other reason for employment in a job unrelated to major at Harper		
1. Job offered greater future potential	.5	16.7
2. Job offered flexable work hours	1	33.3
	3	100.0

6. How large is the company or employer you work for? Check one.

	N	PCT
A. Under 10 employees	4	10.3
B. 10 - 49 employees	8	20.5
C. 50 - 99 employees	1	2.6
D. 100 - 199 employees	3	7.7
E. 200 - 499 employees	3	7.7
F. 500 - 999 employees	3	7.7
G. 1,000 and more employees	17	43.6
	39	100.0

7. How many office-skilled employees work at your employers? Check one.

	N	PCT
A. Under 10 employees	11	29.8
B. 10 - 49 employees	7	18.9
C. 50 - 99 employees	2	5.4
D. 100 - 199 employees	3	8.1
E. 200 - 499 employees	2	5.4
F. 500 - 999 employees	4	10.8
G. 1,000 and more employees	8	21.6
	37	100.0

8. If you were employed full time in your first job after leaving Harper, please check what your annual salary was.

	N	PCT
A. Under $7,000 per year or $3.36 per hour	1	2.7
B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32	1	2.7
C. $ 9,000 - $10,000 per year or $ 4.33 - $ 4.80	1	2.7
D. $11,000 - $11,999 per year or $ 4.81 - $ 5.76	0	0
E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20	7	18.9
F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61	17	46.0
G. $20,000 - $25,000 per year or $ 9.62 - $12.01	9	24.3
H. $25,000 - $30,000 per year or $12.02 - $14.41	1	2.7
I. $30,000 - $35,000 per year or $14.42 - $16.82	0	0
J. $35,000 - $40,000 per year or $16.83 - $19.21	0	0
K. $40,000 - $50,000 per year or $19.22 - $24.04	0	0
L. Over $50,000 per year or $24.04 per hour	0	0
	37	100.0

Median - $17,500 Mean - $17,450

9. If you were employed part time in your first job after leaving Harper, please check what your wage rate was.

	N
A. Under $3.36 per hour	0
B. $ 3.37 - $ 4.32 per hour	0
C. $ 4.33 - $ 4.80 per hour	0
D. $ 4.81 - $ 5.76 per hour	1
E. $ 5.77 - $ 7.20 per hour	0
F. $ 7.21 - $ 9.61 per hour	2
G. $ 9.62 - $12.01 per hour	0
H. $12.02 - $14.41 per hour	0
I. $14.42 - $16.82 per hour	0
J. $16.83 - $19.22 per hour	0
K. $19.23 - $24.04 per hour	0
L. Over $24.04 per hour	0

Mean - $7.37 per hour

10. If you are currently employed full time, please check your annual salary.

	N
A. Under $7,000 per year or $3.36 per hour	0
B. $ 7,000 - $ 8,999 per year or $ 3.37 - $4.32 per hour	0
C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour	0
D. $10,000 - $11,999 per year or $ 4.81 - $ 5.76 per hour	1
E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour	1
F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour	4
G. $20,000 - $25,000 per year or $ 9.62 - $12.01 per hour	11
H. $25,000 - $30,000 per year or $12.02 - $14.41 per hour	7
I. $30,000 - $35,000 per year or $14.42 - $16.82 per hour	4
J. $35,000 - $40,000 per year or $16.83 - $19.21 per hour	2
K. $40,000 - $50,000 per year or $19.22 - $24.04 per hour	0
L. Over $50,000 per year or $24.04 per hour	1
	31

Median - $24,300 Mean - $25,600

11. If you are currently employed part time, please check your wage rate.

	N	PCT
A. Under $3.36 per hour	0	0
B. $ 3.37 - $ 4.32 per hour	0	0
C. $ 4.33 - $ 4.80 per hour	0	0
D. $ 4.81 - $ 5.76 per hour	2	25.0
E. $ 5.77 - $ 7.20 per hour	0	0
F. $ 7.21 - $ 9.61 per hour	3	37.5
G. $ 9.62 - $12.01 per hour	1	12.5
H. $12.02 - $14.41 per hour	2	25.0
I. $14.42 - $16.82 per hour	0	0
J. $16.83 - $19.22 per hour	0	0
K. $19.23 - $24.04 per hour	0	0
L. Over $24.04 per hour	0	0
	8	100.0

Mean - $9.13 per hour

12. Have you attended college since leaving Harper? Check one.

	N	PCT
A. No	26	66.7
B. Took a few courses but not now enrolled	7	17.9
Major Computer classes		
C. Now enrolled, working on a bachelors degree	4	10.3
Major Business administration, information systems, personnel administration, professional administration.		
D. Have achieved a bachelors degree	2	5.1
Major Accounting		
	39	100.0

13. If you have enrolled at another college since leaving Harper, which SEC courses transferred?
-Only two answered, one said no SEC transferred, the other said only two SEC courses transferred.

14. Which two classes at Harper (excluding Word Perfect) helped you most?

Course	N
-Secretarial/office procedures	8
-Business writing	6
-Accounting	5
-Lotus	5
-Shorthand	5
-Internship	4
-All computer courses	3
-Speech	3
-Intermediate typing	3
-Professional development	3
-Supervision	2
-All secretary courses	2
-Intro to secretarial administration	2
-All English courses	2
-Office automation	2
-Proof reading and editing	2
-Machine transcription	2
-Business law	2
-Business math	1
-Desktop publishing	1
-Keyboarding	1
-Consumer economics	1
-Records management	1
-Advanced word processing	1
-Business organization	1

15. Which two classes at Harper (excluding Word Perfect) helped you the least?

Course	N
-Economics	8
-Accounting	6
-Shorthand	5
-Business ethics	3
-Sociology	2
-All courses beneficial	2
-Forward word processing	2
-Speech	2
-Business law	2
-Lotus	2
-Business machines	1
-Professional development	1
-History	1
-Machine transcription	1
-Psychology	1
-Science	1
-Dietetic tech	1
-Business math	1
-Spanish	1
-Physical education	1
-Internship	1
-All computer courses	1
-Intro to secretarial administration	1

16. How did you find your first job after leaving Harper? Check the one most important means.

	N	PCT
A. Harper faculty	3	7.5
B. Harper Job Placement Service	5	12.5
C. Networking	5	12.5
D. Newspaper	7	17.5
E. Job Placement at former high school	1	2.5
F. Internship	12	30.0
G. Sent out resumes	1	2.5
H. Secretarial Job Fair	1	2.5
I. Friends/relatives	3	7.5
J. Already working at job while at Harper	2	5.0
	40	100.0

17. What is your current job title? Check one.

	N	PCT
A. Administrative Assistant	6	15.4
B. Administrative Secretary	3	7.7
C. Executive Secretary	5	12.8
D. Secretary	7	17.9
E. Legal Secretary	3	7.7
F. Recording Secretary	1	2.6
G. Accounting Supervisor	1	2.6
H. VP Insurance Services	1	2.6
I. Office Manager	4	10.2
J. Receptionist	2	5.1
K. Senior Administrative Assistant	2	5.1
L. Engineering Assistant/Secretary	2	5.1
M. Office administrator	1	2.6
N. Clerk	1	2.6
	39	100.0

18. How did you find out about Secretarial Development Programs? Check all that apply.

	N	PCT of 42
A. High School Counselor	10	23.8
B. High School Teacher	3	7.1
C. Harper Counselor	4	9.5
D. Friend/Relative	7	16.7
E. Just knew field I wanted	2	4.8
F. Accident	1	2.4
G. Harper College catalog	27	64.3
H. Harper Newspaper Schedule	4	9.5
I. Office re-entry Program	1	2.4

19. Indicate Frequency of Use and Preparedness in the Following Skills:

	Frequency of Use 1 = Very Often 2 = Often 3 = Occasionally 4 = Never		Preparedness 1 = Very Well 2 = Well 3 = Somewhat 4 = Not Prepared	
	N	PCT	N	PCT
- Telephone	39	1.05	36	1.17
- File & Retrieve Paper Documents	40	1.45	37	1.38
- Human Relations Skills Training Associates on Word Perfect 5.1, Customer Serv., Helping with Computer Problems	39	1.46	35	1.66
- Organizing and Planning	39	1.62	35	1.60
- Set Up Filing System	40	1.90	36	1.31
- Decision Making Skills	39	1.95	36	1.83
- Sending/Receiving Messages	38	2.11	31	2.58
- Use Computer Disk Filing Sys.	39	2.15	34	2.24
- Composing Letters	40	2.17	35	1.69
- Word Perfect 5.1	38	2.32	32	1.62
- Meeting Planning	38	2.45	32	2.12
- Delegating Skills	39	2.59	32	2.16
- Travel Planning	38	2.61	30	2.07
- Evaluation Skills	38	2.71	31	2.19
- Composing Reports/Proposals	38	2.82	32	2.03
- Lotus 123	37	3.05	26	2.15
- Accounting	38	3.08	30	2.20
- Budgeting/Preparing or Giving Input	38	3.11	29	2.72
- Reconcile Bank Statements	37	3.11	26	2.15
- Shorthand	37	3.22	29	1.83
- Handle Customer Billing	37	3.30	25	2.80
- Microsoft Word	36	3.31	24	3.08
- Presentations to Groups	39	3.44	30	2.47
- Machine Transcription	34	3.47	24	1.75
- Bulletin Board Services	37	3.49	25	3.08
- Harvard Graphics	36	3.67	25	3.56
- Word for Windows	35	3.69	24	3.54
- Handle Payroll	37	3.70	25	2.96
- d-Base IV	35	3.83	21	3.87
- Use Optical Disk Filing System	35	3.83	22	3.82
- Quattro Pro	37	3.86	23	3.91
- Word Perfect for Windows	34	3.88	21	3.76
- Multimate	35	3.89	22	3.45
- Displaywrite	35	3.89	22	3.23
- On-line data base such as Prodigy, Microsoft, Excel, mentioned 3 times. Quark Express, Smartware 2, ACPAC BPI, Aldus Persuasion, Compuserve, Quicken, WP Office, Math Ledger, Micro Soft Publisher, Graphics, Alpha Four Data Base, Aldus Freehand	31	3.90	18	3.61
- Pagemaker	35	3.91	23	3.91
- Paradox	35	3.91	21	4.00
- Use Micrographics	35	3.91	22	3.86
- Microsoft Works	35	3.94	21	3.76
- Ventura	35	3.97	21	4.00

Computer Equipment Used

Brand	N
- IBM	14
- Apple	5
- Hewlett Packard	1
- IBM Compatable	1
- Gateway	1
- Compaq	1
- Packard Bell	1

FOR BOTH LEGAL AND EXECUTIVE SECRETARIAL STUDENTS

20. Would you be interested in attending a reunion event for former graduates of your program?

	N	PCT
A. Yes	25	58.1
B. No	18	41.9
Total	43	100.0

21. If such an event is organized, would you prefer it to be --

	N
A. A dinner in the Dining Room on Campus	12
B. A dinner at a restaurant near Campus	10
C. A picnic event during the summer	5
- On campus -- 1	
- Off Campus -- 3	

22. If such an event is organized, would you prefer if to be --

	N
A. Former students only	10
B. Former students and spouse or guest	14
C. Former students and families	3

23. If such an event is organized, please indicate the cost category you would prefer to pay for EACH person attending.

	N
A. Under $10	3
B. $10 - $15	9
C. $16 - $20	8
D. $21 - $25	7
E. $26 - $30	1
F. Over $30	0

FOLLOW-UP STUDY OF FORMER STUDENTS ENROLLED IN

CERTIFIED PROFESSIONAL SECRETARY PROGRAM AT HARPER COLLEGE

1- Indicate which CPS courses you have taken and how well you were prepared for the CPS exam? Check (x) the appropriate columns.

Preparation Index
1 = Very Well
2 = Fairly Well
3 = To Some Extent
4 = Not At All

Course	Percent of 84	Number Who Took Course	Preparation Index
A. SEC/265	63.1	53	1.98
B. SEC/264	61.9	52	1.95
C. SEC/263	63.1	53	1.83
D. SEC/261	66.7	56	1.73
E. SEC/262	69.0	58	1.67
F. SEC/260	73.8	62	1.63

2- If you have not taken all six courses, why not? Check (x) one.

	N	PCT
A. Self studied some portions of the CPS test.	9-5/6	26.6
B. Job commitments prevented me.	7-5/6	21.2
C. Family commitments prevented me.	3	8.1
D. Lack of funds	1	2.7
E. Found I did not need certification	2-2/3	7.2
F. Did not like the class	0	0
G. Still plan to finish six (6) courses.	9-1/6	24.8
H. Other -- Experience covered some courses	1	2.7
Changed or considering changing profession	2	5.4
Bad instructor	1/2	1.3
Total	37	100.0

3- Would you have preferred a grade option as opposed to the pass/fail now offered? Check (x) one.

	N	PCT
A. Grade Option	16	20.8
B. Pass/Fail - the present option	61	79.2
Total	77	100.0

4- Where were these courses offered? Check (x) one.

	N	PCT
A. On Harper's campus	71	92.2
B. At my employer's site	4	5.2
C. Both	2	2.6
Total	77	100.0

5- Indicate which parts of the CPS exam you have taken, passed and how you prepared for them? Check (x) the appropriate columns.

Took This Part	Took This Part N	Took This Part PCT	If you took this part, check (x) if you passed. Passed 1st Time N	Passed 1st Time PCT	Passed 2nd Time N	Passed 2nd Time PCT	Never Passed N	Never Passed PCT
A. Behavioral Science in Business	56	90.3	42	75.0	4	7.1	10	17.9
B. Business Law	52	92.9	31	59.6	6	11.5	15	28.9
C. Economics and Management	51	87.9	32	62.8	7	13.7	12	23.5
D. Accounting	50	94.3	22	44.0	12	24.0	16	32.0
E. Office Administration & Communication	52	100.0	35	67.3	3	5.8	14	26.9
F. Office Technology	52	98.1	39	75.0	2	3.8	11	21.2

Took This Part	If you took this part, check (x) how you prepared. Took Harper Course N	Took Harper Course PCT	Self Study N	Self Study PCT
A. Behavioral Science in Business	45	95.7	2	4.3
B. Business Law	41	93.2	3	6.8
C. Economics and Management	41	97.6	1	2.4
D. Accounting	37	92.5	3	7.5
E. Office Administration & Communication	35	87.5	5	12.5
F. Office Technology	36	90.0	4	10.0

6- What recognition did you receive when you passed all six parts of the exam and became a CPS? Check (x) all that apply.

	N	PCT of 84
A. Have not become a CPS yet	34	40.5
B. Was not employed when I became a CPS	1	1.2
C. Received no recognition	19	22.6
D. Received a pay increase - How much? 7 percent	3	3.6
E. Received a bonus - How much? $200 - $500	6	7.1
F. Received a promotion - To what level & to what new title? - Executive Secretary - Executive Assistant - Office Supervisor - Customer Representative	16	19.0
G. Other Special Recognition --		
- Mentioned in internal publications	3	3.6
- Letter of congratulations	3	3.6
- Department celebration	1	1.2
- Gift certificate	1	1.2
- Part of performance evaluation	1	1.2
- Helped in obtaining better job	2	2.4
- Paid trip to CPS convention for person and spouse	2	2.4

7- Are you aware you can apply for a certificate from Harper College upon completion of all six CPS courses? Check (x) one.

	N	PCT
A. Yes, and I have already received the certificate.	16	22.2
B. Yes, and I have or will apply for the certificate when I complete the six (6) courses.	13	18.1
C. Yes, but I am not interested in the certificate	8	11.1
D. No - I am not aware of the certificate	35	48.6
Total	72	100.0

8- Are you currently a member of Professional Secretaries International?

A. Yes - Please specify chapter:	National Assoc. -- 3 NW Suburban -- 2 West Suburban -- 1 Elgin -- 1	13	17.3
B. No		62	82.7
Total		75	100.0

FOLLOW-UP STUDY OF STUDENTS WHO ENROLLED IN OFFICE AND ADMINISTRATIVE SERVICES COURSES

1- How did you find out about the Harper Office and Administrative Services (OAS) Course offerings? Check (x) the most important factor.

	N	PCT
A. High School Counselor	9	11.2
B. High School Teacher	1	1.2
C. Harper Counselor	6	7.5
D. Friend or Relative	6	7.5
E. Other Student	.5	.6
F. Newspaper Ad or Article	8	10.0
G. Harper Catalog	23	35.0
H. Harper Newspaper Schedule	18	22.5
I. Information at Employers	0	0
J. Seminar	.5	.6
K. Resources for Women	1	1.3
L. Attended Harper College Before	1	1.3
M. Worked at Harper College	1	1.3
Total	80	100.0

2- What are your reasons for taking Harper OAS courses? Check (x) all that apply.

	N	PCT
A. Required Course in major area	21	26.6
B. To be in line for promotion	8	10.1
C. Required education by employer	2	2.5
D. Personal satisfaction	34	43.0
E. Need new skills to re-enter the work force	37	46.8
F. A friend or workmate recommended it	3	3.8
G. Need this skill on current job	13	16.5
H. No longer taking OAS courses	2	2.5

3- Do you know who to contact to obtain information regarding other OAS courses? Check (x) one.

	N	PCT
A. Yes, I have a specific contact or source	21	26.6
B. I have a general idea	39	49.4
C. I have no idea who to contact	19	24.0
Total	79	100.0

4- How would you rate the quality of equipment used in the OAS classrooms using computers? Check (x) one.

	N	PCT
A. They match what I am using on my current job.	25	36.8
B. They are not the same as I am using now on my job but Harper's equipment is of high quality and up-to-date.	37	54.4
C. Harper's equipment is outdated	6	8.8
Total	68	100.0

5- Were the times the OAS courses were offered convenient for you? Check (x) one.

	N	PCT
A. Yes	72	94.7
B. No	4	5.3
Total	76	100.0

If No, indicate times which would have been more convenient.
Saturday mornings - early mornings - summer days - evening

6- Check which of the OAS offerings you would be interested in enrolling in in the future and if you desire it for credit or non-credit. Check (x) all you are interested in.

	Check (x) if Interested in Credit	Check (x) if Interested in Non-Credit	Total
A. SEC/264 - Office Administration & Communication	20	10	30
B. SEC/260 - Behavioral Science in Business	20	7	27
C. SEC/200 - Advanced Word Processing Techniques	13	8	21
D. SEC/247 - Professional Development	14	6	20
E. SEC/265 - Office Technology	13	7	20
F. SEC/263 - Accounting	12	7	19
G. SEC/261 - Business Law	12	5	17
H. SEC/133 - Word Processing Software I	9	7	16
I. SEC/237 & 238 - Secretarial Seminars and Internship	12	4	16
J. SEC/131 - Business Machines	12	3	15
K. SEC/150 - Survey of Word Processing Software Appl.	11	3	14
L. SEC/220 - Automated Office Practices	9	5	14
M. SEC/100 - Intro. Secretarial Administration	11	2	13
N. SEC/102 - Survey of Law Office Practice	10	3	13
O. SEC/234 - Legal Office Procedures	9	4	13
P. SEC/236 - Secretarial Procedures	9	4	13
Q. SEC/262 - Economics and Management	7	4	11
R. SEC/125 - Shorthand I	8	2	10
S. SEC/235 - Legal Dictation and Transcription	7	3	10
T. SEC/141 - Word Processing Software II	6	3	9
U. SEC/225 - Shorthand II	4	3	7
V. SEC/230 - Executive Machine Transcription	5	1	6
W. SEC/112 - Keyboarding III - formerly Review Typing	4	1	5
X. SEC/110 - Keyboarding I	2	1	3
Y. SEC/110 - Keyboarding II - formerly Elementary Typing	3	0	3
Z. SEC/122 - Keyboarding IV - formerly Intermediate Typing	2	1	3
Total	244	104	348
Percentage	70.1%	29.9%	100%

A P P E N D I X

- Cover Letter

- Survey Instruments

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
708-397-3000

Spring 1993

Dear Student:

The Secretarial Department is doing a Program Review this year. Because of this, we would like to take this opportunity to obtain some information from you about your experiences at Harper College. Any information you give us will help in our planning for the future and help us to be sure that we are meeting the needs of our students.

The information you supply will be kept confidential and will be used only in combination with answers received from other students. The number on the survey enables us to remove your name from the mailing list when your completed response is received. This saves us the cost of a second follow-up mailing in addition to a follow-up telephone call to non-respondents. For your convenience in returning the questionnaire we have enclosed a self-addressed envelope.

Your response to this survey is great appreciated -- **Your Input is Important!**

Very truly yours,

Margaret Smith, Coordinator
Secretarial Program

jc
Enclosures

FOLLOW-UP SURVEY OF FORMER HARPER - LEGAL SECRETARY/EXECUTIVE SECRETARY MAJORS WHO ENROLLED IN THE SECRETARY SEMINAR AND INTERNSHIP COURSE

1- What is your current situation? Check (x) one.

_____ A. Employed full time
_____ B. Employed part time
_____ C. Enrolled in college - not employed
_____ D. Not employed but searching for employment
_____ E. Not employed - raising a family
_____ F. Not employed by choice for another reason

2- If you are employed part time -- why? Check (x) one.

_____ A. I prefer part time at this time in my life.
_____ B. I would prefer full time bur working part time was the only way I could remain in my field.
_____ C. I would prefer full time but the only acceptable full-time jobs were too far away.
_____ D. I would prefer full time but no acceptable full-time jobs were available. What made them unacceptable?_____

3- Where are you now employed? Check (x) one.

_____ A. In Harper's District
_____ B. Surrounding suburbs
_____ C. Downtown Chicago
_____ D. Farther away suburbs
_____ E. 40-100 miles away in Illinois
_____ F. More than 100 miles away in Illinois
_____ G. Out-of-State

4- How related is your job to your major at Harper? Check (x) one.

_____ A. Identical
_____ B. Closely related
_____ C. Somewhat related
_____ D. Not related

5- If your job is not related to your major at Harper College, why not? Check (x) one.

_____ A. Found a job I enjoy more.
_____ B. Found a job which pays more.
_____ C. Found a job which is closer to home.
_____ D. Other reason for employment in a job unrelated to major at Harper.

_____

6- How large is the company or employer you work for? Check (x) one.

_____ A. Under 10 employees
_____ B. 10 - 49 employees
_____ C. 50 - 99 employees
_____ D. 100 - 199 employees
_____ E. 200 - 499 employees
_____ F. 500 - 999 employees
_____ G. 1,000 and more employees

7- How many office-skilled employees work at your employers? Check (x) one.

_____ A. Under 10 employees
_____ B. 10 - 49 employees
_____ C. 50 - 99 employees
_____ D. 100 - 199 employees
_____ E. 200 - 499 employees
_____ F. 500 - 999 employees
_____ G. 1,000 and more employees

8- If you were employed full time in your first job after leaving Harper, please check (x) what your annual salary was.

_____ A. Under $7,000 per year or $3.36 per hour
_____ B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour
_____ C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour
_____ D. $10,000 - $11,999 per year or $ 4.82 - $ 5.76 per hour
_____ E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour
_____ F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour
_____ G. $20,000 - $25,000 per year or $ 9.62 - $12.01 per hour
_____ H. $25,000 - $30,000 per year or $12.02 - $14.41 per hour
_____ I. $30,000 - $35,000 per year or $14.42 - $16.82 per hour
_____ J. $35,000 - $40,000 per year or $16.83 - $19.21 per hour
_____ K. $40,000 - $50,000 per year or $19.23 - $24.04 per hour
_____ L. Over $50,000 per year or $24.04 per hour

9- If you were employed part time in your first job after leaving Harper, please check (x) what your wage rate was.

_____ A. Under $3.36 per hour
_____ B. $ 3.37 - $ 4.32 per hour
_____ C. $ 4.33 - $ 4.80 per hour
_____ D. $ 4.81 - $ 5.76 per hour
_____ E. $ 5.77 - $ 7.20 per hour
_____ F. $ 7.21 - $ 9.61 per hour
_____ G. $ 9.62 - $12.01 per hour
_____ H. $12.02 - $14.41 per hour
_____ I. $14.42 - $16.82 per hour
_____ J. $16.82 - $19.22 per hour
_____ K. $19.23 - $24.04 per hour
_____ L. Over $24.04 per hour

10-If you are currently employed full time, please check (x) your annual salary.

_____ A. Under $7,000 per year or $3.36 per hour
_____ B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour
_____ C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour
_____ D. $10,000 - $11,999 per year or $ 4.81 - $ 5.76 per hour
_____ E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour
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_____ K. $40,000 - $50,000 per year or $19.23 - $24.04 per hour
_____ L. Over $50,000 per year or $24.04 per hour

11-If you are currently employed part time, please check (x) your wage rate.

_____ A. Under $3.36 per hour
_____ B. $ 3.37 - $ 4.32 per hour
_____ C. $ 4.33 - $ 4.80 per hour
_____ D. $ 4.81 - $ 5.76 per hour
_____ E. $ 5.77 - $ 7.20 per hour
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_____ J. $16.83 - $19.22 per hour
_____ K. $19.23 - $24.04 per hour
_____ L. Over $24.04 per hour

12- If you are working as a **Legal Secretary**, how would you describe your present office situation? Check (x) one.

_____ A. Attorney's Office
_____ B. Corporate Legal Office
_____ C. Business Office with some legal responsibilities
_____ D. Office or other job with no legal responsibilities

13- Where is your current employer located? Check (x) one.

_____ A. In the Harper College District
_____ B. Surrounding suburbs
_____ C. Downtown Chicago
_____ D. 40-100 miles away in Ill.
_____ E. Over 100 miles away in Ill.
_____ F. Out-of-State

14- Have you attended college since leaving Harper? Check (x) one.

_____ A. No
_____ B. Took a few courses but not now enrolled.
Major_____
_____ C. Now enrolled, working on a bachelor's degree.
Major_____
_____ D. Have achieved a bachelors degree.
Major_____

15- If you have enrolled at another college since leaving Harper, which SEC courses transferred?_____
_____

16- Which **two** classes at Harper (excluding Word Perfect) helped you **most**?

A. _____ B. _____

17- Which **two** classes at Harper (excluding Word Perfect) helped you the **least**?

A. _____ B. _____

18- How did you find your first job after leaving Harper? Check (x) the one most important means.

_____ A. Harper faculty
_____ B. Harper Job Placement Service
_____ C. Networking
_____ D. Newspaper
_____ E. Employment
_____ F. Internship
_____ G. Other (specify)_____
_____
_____
_____

19- What is your current job title? Check (x) one.

_____ A. Administrative Assistant
_____ B. Administrative Secretary
_____ C. Executive Secretary
_____ D. Secretary
_____ E. Legal Secretary
_____ F. Paralegal
_____ G. Office Manager
_____ H. Other (specify)_____
_____
_____

20- How did you find out about Secretarial Development Programs? Check (x) all that apply.

_____ A. High School Counselor
_____ B. High School Teacher
_____ C. Harper Counselor
_____ D. Friend/Relative
_____ F. Newspaper ad or article
_____ G. Harper College catalog
_____ H. Harper Newspaper Schedule
_____ I. Other (specify)_____
_____

Indicate Frequency of Use and Preparedness in the Following Skills:

	Frequency of Use	Preparedness
	1 = Very Often	1 = Very Well
	2 = Often	2 = Well
	3 = Occasionally	3 = Somewhat
	4 = Never	4 = Not Prepared
21- Computer - Specify Brand _____	____	____
22- Word Perfect 5.1	____	____
23- Word Perfect for Windows	____	____
24- Microsoft Word	____	____
25- Word for Windows	____	____
26- Multimate	____	____
27- Displaywrite	____	____
28- Microsoft Works	____	____
29- Lotus 123	____	____
30- Harvard Graphics	____	____
31- d-Base IV	____	____
32- Paradox	____	____
33- Quattro Pro	____	____
34- Pagemaker	____	____
35- Ventura	____	____
36- On-line data base such as Prodigy	____	____
37- Other - Specify _____	____	____
38- Other _____	____	____
39- Other _____	____	____
40- Other _____	____	____
41- Shorthand	____	____
42- Machine Transcription	____	____
Financial Skills		
43- Accounting	____	____
44- Budgeting/Preparing or Giving Input	____	____
45- Reconcile Bank Statements	____	____
46- Handle Payroll	____	____
47- Handle Customer Billing	____	____
Filing/Records Management		
48- Set Up Filing System	____	____
49- File & Retrieve Paper Documents	____	____
50- Use Computer Disk Filing System	____	____
51- Use Optical Disk Filing System	____	____
52- Use Micrographics	____	____
Communication Skills		
53- Telephone	____	____
54- Presentations to Groups	____	____
55- Composing Letters	____	____
56- Composing Reports/Proposals	____	____
Electronic Mail		
57- Sending/Receiving Messages	____	____
58- Bulletin Board Services	____	____
59- Meeting Planning	____	____
60- Travel Planning	____	____

Indicate Frequency of Use and Preparedness in the Following Skills:

	Frequency of Use	Preparedness
	1 = Very Often	1 = Very Well
	2 = Often	2 = Well
	3 = Occasionally	3 = Somewhat
	4 = Never	4 = Not Prepared
Supervisory Skills		
61- Delegating Skills	____	____
62- Decision Making Skills	____	____
63- Organizing and Planning	____	____
64- Evaluation Skills	____	____
65- Human Relations Skills	____	____
Other Knowledge/Skills Areas - Specify		
66- _____	____	____
67- _____	____	____
68- _____	____	____

If you are employed in the LEGAL FIELD, please answer the following also:

	Frequency of Use	Preparedness
	1 = Very Often	1 = Very Well
	2 = Often	2 = Well
	3 = Occasionally	3 = Somewhat
	4 = Never	4 = Not Prepared
Legal Instruments Relating to:		
69- Wills	____	____
70- Estates and Trusts	____	____
71- Contracts	____	____
72- Real Estate Transaction	____	____
73- Bonds or Notes	____	____
74- Corporations	____	____
Pleadings Such as:		
75- Criminal and Civil Litigation	____	____
76- Verifications	____	____
77- Stipulations	____	____
78- Complaints or Petitions	____	____
79- Summons or Citations	____	____
80- Answers	____	____
81- Demand for Bill of Particulars	____	____
82- Notices	____	____
83- Orders	____	____
84- Jury Instructions	____	____
85- Judgments and Decrees	____	____
86- Notice of Appeal	____	____
87- Record on Appeal	____	____
88- Briefs	____	____

FOR BOTH LEGAL AND EXECUTIVE SECRETARIAL STUDENTS

89- Would you be interested in attending a reunion event for former graduates of your program?

_____ A. Yes _____ B. No

90- If such an event is organized, would you prefer it to be --

_____ A. A dinner in the Dining Room on Campus

_____ B. A dinner at a restaurant near Campus

_____ C. A picnic event during the summer

_____ 1- On Campus _____ 2- Off Campus

91- If such an event is organized, would you prefer it to be --

_____ A. Former students only

_____ B. Former students and spouse or guest

_____ C. Former students and familiesi

92- If such an event is organized, please indicate any of the following individuals you would like to attend.

_____ A. Former Teachers - _____

_____

_____

_____ B. Former Internship Sponsors - _____

_____

_____

93- If such an event is organized, please indicate the cost category you would prefer to pay for **EACH** person attending.

_____ A. Under $10 _____ D. $21 - $25

_____ B. $10 - $15 _____ E. $26 - $30

_____ C. $16 - $20 _____ F. Over $30

FOLLOW-UP OF STUDY OF FORMER STUDENTS ENROLLED IN

CERTIFIED PROFESSIONAL SECRETARY PROGRAM AT HARPER COLLEGE

1- Indicate which CPS courses you have taken and how well you were prepared for the CPS exam? Check (x) the appropriate columns.

Course	Check (x) If You Took Course	If you took both the course and the CPS exam, indicate how well the course prepared you for the exam. Check (x) the appropriate column			
		Very Well	Fairly Well	To Some Extent	Not at All
A- SEC-260	_____	_____	_____	_____	_____
B- SEC-261	_____	_____	_____	_____	_____
C- SEC-262	_____	_____	_____	_____	_____
D- SEC-263	_____	_____	_____	_____	_____
E- SEC-264	_____	_____	_____	_____	_____
F- SEC-265	_____	_____	_____	_____	_____

2- If you have not taken all six courses, why not? Check (x) one.

_____ A. Self studied some portions of the CPS test.
_____ B. Job commitments prevented me.
_____ C. Family commitments prevented me.
_____ D. Lack of funds.
_____ E. Found I did not need certification.
_____ F. Did not like the class.
_____ G. Still plan to finish six (6) courses.
_____ H. Other - Specify _____
_____

3- Would you have preferred a grade option as opposed to the pass/fail now offered? Check (x) one.

_____ A. Grade option

_____ B. Pass/Fail - the present option

4- Where were these courses offered? Check (x) one.

_____ A. On Harper's campus

_____ B. At my employer's site

_____ C. Both

(over)

5- Indicate which parts of the CPS exam you have taken, passed and how you prepared for them. Check (x) the appropriate columns.

Parts of the CPS Exam	Check (x) if You Didn't Take This Part	If you took the course check (x) if you passed 1st time	Passed 2nd time	Never Passed	If you took course check (x) how you prepared. Took Harper Course	Self Study
A- Behavioral Science in Business						
B- Business Law						
C- Economics and Management						
D- Accounting						
E- Office Administration and Communication						
F- Office Technology						

6- What recognition did you receive when you passed all six parts of the exam and became a CPS? Check (x) all that apply.

_____ A. Have not become a CPS yet.
_____ B. Was not employed when I became a CPS.
_____ C. Received no recognition.
_____ D. Received a pay increase - How much? _____
_____ E. Received a bonus - How much? _____
_____ F. Received a promotion - To what level and to what new title?
_____
_____ G. Other special recognition - Please specify _____
_____

7- Are you aware you can apply for a certificate from Harper College upon completion of all six CPS courses? Check (x) one.

_____ A. Yes, and I have already received the certificate.
_____ B. Yes, and I have or will apply for the certificate when I complete the six (6) courses.
_____ C. Yes, but I am not interested in the certificate.
_____ D. No - I am not aware of the certificate.

8- Are you currently a member of Professional Secretaries International? Check (x) one.

_____ A. Yes - Please specify chapter:_____
_____ B. No

9- Please give the name and addresses of individuals you think might be interested in pursuing Harper College's Certified Professional Secretary offerings:

_____
_____
_____
_____

FOLLOW-UP STUDY OF STUDENTS WHO

ENROLLED IN OFFICE AUTOMATION SYSTEM COURSES

1- How did you find out about the Harper Office Automation System (OAS) Course offerings? Check (x) the most important factor.

_____ A. High School Counselor
_____ B. High School Teacher
_____ C. Harper Counselor
_____ D. Friend or Relative
_____ E. Other Student
_____ F. Newspaper Ad or Article
_____ G. Harper Catalog
_____ H. Harper Newspaper Schedule
_____ I. Information at Employers
_____ J. Other - Specify _____
_____
_____

2- What are your reasons for taking Harper OAS Courses? Check (x) all that apply.

_____ A. Required course in major area
_____ B. To be in line for promotion
_____ C. Required education by employer
_____ D. Personal satisfaction
_____ E. Need new skills to re-enter the work force
_____ F. A friend or workmate recommended it
_____ G. Need this skill on current job
_____ H. Other - Specify _____
_____

3- Do you know who to contact to obtain information regarding other OAS courses? Check (x) one.

_____ A. Yes, I have a specific contact or source.
_____ B. I have a general idea.
_____ C. I have no idea who to contact.

4- How would you rate the quality of equipment used in the OAS classrooms using computers? Check (x) one.

_____ A. They match what I am using on my current job.
_____ B. They are not the same as I am using now on my job but Harper's equipment is of high quality and up-to-date.
_____ C. Harper's equipment is outdated.

5- Were the times the OAS courses were offered convenient for you? Check (x) one.

_____ A. Yes
_____ B. No - Please indicate times which would have been more convenient for you: _____
_____

6- Check (x) which of the OAS offerings you would be interested in enrolling in in the future and if you desire it for credit or non-credit. Check (x) all you are interested in.

	Check (x) if interested in credit	Check (x) if interested if non-credit
____ A. SEC/100 - Intro Secretarial Administration	____	____
____ B. SEC/102 - Survey of Law Office Practice	____	____
____ C. SEC/110 - Keyboarding I	____	____
____ D. SEC/110 - Keyboarding II	____	____
____ E. SEC/112 - Keyboarding III	____	____
____ F. SEC/122 - Keyboarding IV	____	____
____ G. SEC/125 - Shorthand I	____	____
____ H. SEC/131 - Business Machines	____	____
____ I. SEC/133 - Word Processing Software I	____	____
____ J. SEC/141 - Word Processing Software II	____	____
____ K. SEC/150 - Survey of Word Processing Software Applications	____	____
____ L. SEC/200 - Advanced Word Processing Techniques	____	____
____ M. SEC/220 - Automated Office Practices	____	____
____ N. SEC/225 - Shorthand II	____	____
____ O. SEC/230 - Executive Machine Transcription	____	____
____ P. SEC/234 - Legal Office Procedures	____	____
____ Q. SEC/235 - Legal Dictation and Transcription	____	____
____ R. SEC/236 - Secretarial Procedures	____	____
____ S. SEC/237 & 238 - Secretarial Seminars and Internship	____	____
____ T. SEC/247 - Professional Development	____	____
____ U. SEC/260 - Behavioral Science in Business	____	____
____ V. SEC/261 - Business Law	____	____
____ W. SEC/262 - Economics and Management	____	____
____ X. SEC/263 - Accounting	____	____
____ Y. SEC/264 - Office Administration & Communication	____	____
____ Z. SEC/265 - Office Technology	____	____

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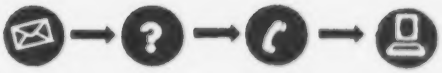

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